

AltiGen KB

Network Log Viewer

Network Log Viewer Using the AltiGen Network Log Viewer

The AltiGen Network Log Viewer is a little known utility that can be used to check archived packet loss records. The IP statistics for calls are stored in the same database as the CDR records, so any call that is available in the internal CDR will also have its IP statistics available as well. This utility was added in 5.2 and is very useful for identifying intermittent network issues that impact VoIP communications.

The AltiGen Network Log Viewer can be opened from C:\AltiServ\Exe\IPSviewer.exe. Clicking the Search button at the bottom of the page will invoke the "Search as..." dialog where various filters can be applied sort for the desired calls. The default is the "At" field which will check for all calls for a given date. The current date should be displayed there.

Notice that it is possible to search for calls not only by extension number and time, but also by the IP addresses involved, the codec used, packet loss, average jitter, and more. As a point of emphasis, the "IP Port" field does not refer to the UDP network port used for the call, but the VoIP resource port on the server for the call. This number will look something like 03:0001 where the SIPSP virtual board is logical board 3, and port 0001 on that board is assigned to the IP phone that made the call.

It is also very important to note that searching by a phone's extension will only show the statistics for the voicestream that is sent from the phone to the server. If the extension is used as the filter, the user can then right click on the data for the desired call in the "RTP Session ID" column and select to search for that RTP Session ID, and get the statistics for both sides of the call.

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